Aramark and The University of Akron Dining Program Operating Plan Summer and Fall 2020
## TABLE OF CONTENTS

- RECITAL ................................................................................................................................. 3
- HEALTH AND SAFETY ........................................................................................................... 5
- SELF-OBSERVATION, QUARANTINE, AND ISOLATION ......................................................... 6
- MARKETING ............................................................................................................................ 7
- TECHNOLOGY ......................................................................................................................... 8
- SUMMER DINING .................................................................................................................... 9
- CAMPUS DINING ..................................................................................................................... 10
- RESIDENTIAL DINING .......................................................................................................... 11
- CAMPUS DINING MAPS ......................................................................................................... 19
- RETAIL .................................................................................................................................... 22
- CAMPUS DINING FOOTPRINTS ............................................................................................... 23
  - ROBERTSON DINING HALL .................................................................................................. 24
  - JEAN HOWER TABLE STUDENT UNION ........................................................................... 25
  - POLSKY BUILDING .............................................................................................................. 30
  - BIERCE LIBRARY .................................................................................................................. 31
  - LAW CENTER ....................................................................................................................... 32
- CONVENIENCE STORES ....................................................................................................... 33
- CAMPUS CATERING .............................................................................................................. 38
- ATHLETIC EVENT CATERING ............................................................................................... 39
- CONCLUSION .......................................................................................................................... 40
• Aramark Dining Services and The University of Akron’s (We) commitment to the safety and health of our students, employees, and guests has never been more important. This summer and fall, We will continue to pursue the highest levels of workplace and food safety as We navigate the “new normal” in delivering the University’s Dining Program.

• The “Operating Plan” (Plan) was developed to provide guidance and information about mandated and voluntary changes to dining operations while prioritizing the safety and wellbeing of students, employees, and guests. The Plan also provides an illustration of each dining location and the changes made with respect to line queuing and patron seating.

• The changes made (or soon to be implemented) are also intended to ensure that both returning and incoming students perceive and realize the value of the Dining Program and feel safe and knowledgeable about the dining options and meal plans.

• We continue to seek and provide innovation inside the Dining Program as mobile ordering with Grubhub is expanded; cashless payment options are implemented for the Student Union’s Food Court; and a locker pick-up program through APEX Solutions is implemented for the Student Union, Union Market location.
• The temporary dining locations, permanent dining footprints, and line queuing methodologies were reviewed with applicable University departments and with the University’s Emergency Operation Group (EOG). The Operating Plan was also submitted to the County of Summit Health Department (county health department) for its comment and review and positive input was received.

• The Guiding Documents from the Ohio Department of Health: Responsible RestartOhio, Restaurants, Bars, and Banquet & Catering Facilities and Services; and Responsible RestartOhio, Institutions of Higher Education - Dining Facilities will be followed.

• The catering program was modified as a new menu was developed and uploaded to CaterTrax to provide a lower price point for box lunches. It is called “Simple Takeaways.”

• Aramark launched “EverSafe” which is a holistic platform to enable the safe reopening and sustainable management of client locations in today’s environment. All Aramark managers have been introduced to the site and will receive the training.

HEALTH AND SAFETY

- Pre-shift temperature checks are conducted for all Dining Service employees.
- All employees are required to wear face coverings as part of uniforms understanding that some food service positions may be exempt.
- Plexiglas shielding was or will be installed at guest interaction areas (e.g., cash registers, food service counters, etc.); otherwise, 6 foot distancing will be maintained.
- Employees are handwashing even more frequently, equipment is or will be cleaned and sanitized more often, and guest touch points are or will be sanitized more often. The increments are now at least every 20 minutes.
- Seating configurations and line queuing follow physical distance guidelines established by the county health department.
- All former self-service stations are or will become attendant served or alternative pre-packaged items will be available.
- Additional hand sanitizer stations were installed inside all food service areas and line queues.
SELF-OBSERVATION, QUARANTINE, AND ISOLATION

Self-Observation

• All who are self-monitoring are welcome to dine at any food location by strictly adhering to CDC, county health department, and University guidelines.

Quarantine and Isolation

• No one quarantined or isolated should visit any food location.
• All who reside in a University residence hall will be provided three meals each day. The meals will be delivered by residence housing staff by:
  • Breakfast – 9am
  • Lunch – Noon
  • Dinner – 5pm
• Contact Residence Life & Housing at 330-603-8896 to arrange meal service including food intolerance and food preferences. To report a missed meal or error, contact Dining Services Monday – Friday between 8am and 5pm at 330-972-6795 or Monday – Friday between 5pm and 7pm and Saturday and Sunday between 8am and 7pm at 330-972-2102.
• Effective August 10, Dining Services will deliver meals to the front desk of Quaker Square, and residence housing front desk personnel will deliver the meals to the rooms.
MARKETING

Signage
• Comprehensive communication and increased signage will build awareness of the Dining Program to maintain county health department guidelines.

Email
• New Acquisition Opt-In Email Contact List via Campus Dish provides the ability to communicate through defined population categories and sends the most relevant information to each group who We serve. The email information will re-engage the campus community while communicating important dates and reminders.

Online Orientation Materials
• Custom presentation with voiceover was created to provide an online orientation that fully details the Dining Program. The presentation was designed to meet the needs of incoming freshman and their parents or significant others.

Value – Added Solutions
• Value-added meal solutions and special “pop up” events for meal plan holders will be increased.
TECHNOLOGY

Touchless Payment via Credit Card and Campus Zip Card
- Additional card readers will be purchased and installed.
- Cashless dining locations will be piloted at the Student Union Food Court.
  - Students, employees, and guests may load dollars directly onto new guest cards or Zip Cards. Dollars may be loaded at a Zip Card office or the new station located within the Student Union Food Court.

Grubhub Mobile Systems
- Infrastructure upgrades were made in anticipation of increased usage.
  - Data lines were configured to permit traffic beyond the campus network.
  - Additional compatible printers (12) were purchased.
- Grubhub food order pick-up points were added in both the Student Union and Polsky Building.
- Grubhub service fees remain unchanged.

Union Market Innovative Food Pick-up Solution
- A new contactless food pick-up solution will be installed for the Student Union, Union Market.
SUMMER DINING
July 6th to August 2nd

Robertson Dining Hall is ready to service the campus’s dining needs.

Hours

- (Breakfast) 8am to 10am, (Lunch) 11am to 2pm, (Dinner) 4pm to 6pm
- Football Team (60)
  - Breakfast - 9am
  - Lunch - Noon
  - Dinner - 4pm
- Employees are welcome at Robertson Dining Hall:
  - Breakfast - 8am to 9am
  - Lunch - 11am to Noon
  - Dinner - Not Offered
It is Aramark and The University's commitment to provide a Dining Program that provides a safe environment for our students, employees, and guests.

Many changes were implemented as we strive to accommodate the county health department requirements. We worked diligently to provide a safe dining experience and the same level of service, value, and menu offerings. The following Residential, Retail and Catering plans must be followed to achieve a successful student welcome back and successful fall semester.
RESIDENTIAL DINING
August 3rd to December 11th

• New stanchions and identifiers in the entrance areas will cue patrons to proper physical distancing and direct the flow of ingress and egress to Robertson Dining Hall.

• A touchless entry with the Zip Card will be instituted.

• All seating shall be spaced to accommodate a 6 foot physical distance around each table.

• No table will exceed more than 4 seats as per the county health department mandate.

• If a guest prefers a packaged food offering or cannot be seated, a Meal Exchange option will be available for guests to take “TOGO” at the cashier front desk of Robertson Dining Hall.

• Signage is displayed in all station lines to cue guests and ensure proper physical distancing.

• Additional hand sanitizer stations are installed inside all food service areas and in queue lines.

• Eating times will be staggered depending on various dining location designations.
RESIDENTIAL DINING (continued)
August 3<sup>rd</sup> to August 23<sup>rd</sup>

FIELDHOUSE (3 MEALS) AND ROBERTSON DINING HALL (3 MEALS)
HOURS (B) 8am to 10am, (L) 11am to 2pm, (D) 4pm to 6pm

Fieldhouse (for athletic teams)
- 150 Football
- 40 Volleyball (beginning August 9<sup>th</sup>)
- 25 Women’s Soccer (beginning August 16<sup>th</sup>)
- 30 Men’s Soccer (beginning August 11<sup>th</sup>)

THE ATHLETIC DEPARTMENT SENDS ATHLETES TO THE FIELDHOUSE IN A MANNER THAT CONFORMS TO PHYSICAL DISTANCING GUIDELINES.

Call or email Ieva Balcus at 330-972-6309 or Balcus-leva@aramark.com to change the times or number of athletes.

Robertson Dining Hall (for campus community)
- Open for employees and small groups.
RESIDENTIAL DINING (continued)
August 10th to August 23rd

- Dining Services feeds 2,200 to 2,400 people each day and Robertson Dining Hall seating is limited due to physical distancing requirements so other campus locations were identified to feed the groups as follows:
  - Fieldhouse Inside
  - Robertson Dining Hall Inside
  - Robertson Dining Hall Outside
  - Student Union Food Court Inside
  - Former Steak & Shake location with seating located in the lower level and patio of the Exchange Street Parking Deck vestibule

- The Hours of Operation:
  - (B) 8am to 10am, (L) 11:30am to 2:30pm, (D) 4pm to 6pm

- Meal Access Requirements.
  - All University of Akron resident students must show their Zip Card. A “Pre Semester Meal Plan” with (40) preloaded meals will be activated onto each Zip Card for the period of August 10th through August 23rd for one (1) meal each meal period.
  - All other University departments will need to contact the Zip Card Office with an on campus requisition to purchase meals for non-resident students, or groups.
  - Meal plan holders will be issued wristbands to identify them. All guests will swipe their card to enter the designated meal locations that are set up during this time period. If card readers are not available then an Aramark team member will check wristbands to permit entry.
  - Groups will be separated into groups of 150 people per meal period.

NOTE: Call or email leva Balcus at 330-972-6309 or Balcus-leva@aramark.com to change the times, number of attendees, or if you have a group that needs service that isn’t accounted for.
Fieldhouse Inside (beginning August 10th)
• Football Team will dine for one hour starting at:
  • Breakfast  8am
  • Lunch       11:30am
  • Dinner      4pm
• Women’s Soccer will dine for one hour starting at:
  • Breakfast  9am
  • Lunch       12:30pm
  • Dinner      5pm
• Volleyball will dine for one hour starting at:
  • Breakfast  9am
  • Lunch       12:30pm
  • Dinner      5pm
• Any other athletic groups will dine for one hour starting at:
  • Breakfast  10am
  • Lunch       1:30pm
  • Dinner      6pm

NOTE: Call or email leva Balcus at 330-972-6309 or Balcus-leva@aramark.com if you are not listed in any of the groups and need service!

Guests must be limited to an hour at most during each meal period so Dining Services may re-sanitize for the next group meal service.
RESIDENTIAL DINING (continued)
August 10th to August 23rd

Robertson Dining Hall Inside
• Orr Hall, Richie Hall, Sisler-Mcfawn Hall (beginning August 12th)
  • Breakfast 8am
  • Lunch 11:30am
  • Dinner 4pm
• Honors Hall (Group #1) (beginning August 16th)
  • Breakfast 9am
  • Lunch 12:30pm
  • Dinner 5pm
• Honors Hall (Group #2) (beginning August 16th)
  • Breakfast 10am
  • Lunch 1:30pm
  • Dinner 6pm

Guests must be limited to an hour at most during each meal period so Dining Services may re-sanitize for the next group meal service.

NOTE1: Call or email Ieva Balcus at 330-972-6309 or Balcus-leva@aramark.com if you are not listed in any of the groups and need service!

NOTE2: The groups are identified by Residence Life & Housing.
RESIDENTIAL DINING (continued)
August 10th to August 23rd

Robertson Dining Hall Outside
- Bulger Hall (Group #1) (beginning August 16th)
  - Breakfast  8am
  - Lunch      11:30am
  - Dinner     4pm
- Bulger Hall (Group #2) (beginning August 16th)
  - Breakfast  9am
  - Lunch      12:30am
  - Dinner     5pm
- Spanton Hall (beginning August 17th)
  - Breakfast  10am
  - Lunch      1:30pm
  - Dinner     6pm

Guests must be limited to an hour at most during each meal period so Dining Services may re-sanitize for the next group meal service.

NOTE1: Call or email Ieva Balcus at 330-972-6309 or Balcus-leva@aramark.com if you are not listed in any of the groups and need service!

NOTE2: The groups are identified by Residence Life & Housing.
RESIDENTIAL DINING  (continued)
August 10th to August 23rd

Student Union Food Court
- Exchange Street Residence Hall
  and Apartments (Group #1) (beginning August 11th)
  - Breakfast  8am
  - Lunch    11:30am
  - Dinner   4pm
- Spicer Hall (Group #1) (beginning August 15th)
  - Breakfast  9am
  - Lunch    12:30pm
  - Dinner   5pm
- Spicer Hall (Group #2) (beginning August 15th)
  - Breakfast  10am
  - Lunch    1:30pm
  - Dinner   6pm

Guests must be limited to an hour at most during each meal period so Dining Services may re-sanitize for the next group meal service.

NOTE1: Call or email Ieva Balcus at 330-972-6309 or Balcus-leva@aramark.com if you are not listed in any of the groups and need service!

NOTE2: The groups are identified by Residence Life & Housing.
Former Steak & Shake Location and Exchange Street Patio and Parking Vestibule
• Exchange Street Residence Hall and Apartments (Group #2) (beginning August 11th)
  • Breakfast 8am
  • Lunch 11:30am
  • Dinner 4pm
• South Hall (Group #1) (beginning August 14th)
  • Breakfast 9am
  • Lunch 12:30pm
  • Dinner 5pm
• South Hall (Group #2) (beginning August 14th)
  • Breakfast 10am
  • Lunch 1:30pm
  • Dinner 6pm

Guests must be limited to an hour at most during each meal period so Dining Services may re-sanitize for the next group meal service.

NOTE1: Call or email leva Balcus at 330-972-6309 or Balcus-leva@aramark.com if you are not listed in any of the groups and need service!

NOTE2: The groups are identified by Resident Life & Housing.

NOTE3: Meals will be picked-up inside the former Steak & Shake location on Exchange Street. Please proceed across the street for seating at the patio and parking vestibule.
CAMPUS DINING MAPS
August 10th to August 23rd and August 24th to December 11th
CAMPUS DINING MAP
August 10th to August 23rd

A. Fieldhouse Inside
B. Robertson Dining Hall Inside
C. Robertson Dining Hall Outside
D. Student Union Food Court Inside
E. Former Steak & Shake Location and Exchange Street Patio and Parking Vestibule
CAMPUS DINING MAP (continued)
August 24th to December 11th

A. Robertson Dining Hall
   - Rob’s Café
   - Zee’s

B. Polsky Building
   - Starbucks
   - Chick-Fil-A
   - P.O.D Express

C. Bierce Library
   - Starbucks

D. Jean Hower Taber Student Union
   - Union Market/EBB
   - Auntie Anne’s
   - Chick-Fil-A
   - Zee’s Natural/Freshens
   - Panda Express
   - Starbucks
   - Qdoba

E. Exchange Street Residence Hall
   - Zee’s

F. Law Center
   - Sufficient Ground

G. Spicer Residence Hall
   - Zee’s
• Line queuing will be set to maintain physical distancing guidelines. This requires re-organization of seating in ALL the common areas of the buildings with dining locations.
  • National Brand or UA Brand physical distance markers will be on the floor for line queues.

• Location service hours and menu adjustments will be made to accommodate volume.

• Mobile ordering will be expanded.
  • Dedicated mobile order pick-up points will be added to accommodate volume in the Jean Hower Taber Student Union and Polsky Building Food Court.

• Additional kiosks will be placed in buildings to add points of sale to reduce wait lines at the permanent locations, if needed (i.e. Chick Fil-A pop-up kiosk across from the commuter lounge to provide a full meal solution).

• We are evaluating an on campus food delivery program for late night meal service. More information will be forthcoming.

Visit Campus Dish for opening dates and hours of operation at www.akron.campusdish.com.
Legend

- 2 seats available at table
- 3 seats available at table
- 4 seats available at table

*Maximum capacity 159
JEAN HOWER TABER STUDENT UNION
CHICK FIL-A, PANDA EXPRESS & QDOBA

Required one ENTRY and one EXIT point.

Dedicated Grubhub pick-up area

Legend
- Guests waiting in line to place order at dining location
- Guests waiting in food pick up area after placing order with cashier
- Directional signage for dining location
Depending on class schedule, Auntie Anne’s may become a mobile ordering and pick-up location ONLY.
Aramark and the University are investing in the APEX system. APEX is a food storage locker solution that integrates with Grubhub to create a completely contactless guest experience.

Presently, The University of Akron is one of only two universities in the country to offer this cutting edge food pick-up technology.

An ordering window is available for non-mobile order users.

The Student Union will have seating to accommodate approximately 200 students.
• Guest will enter Starbucks through the down ramp.
• Access to ramp will remain clear to accommodate for ADA compliance.
• After ordering and paying, guests will go to the waiting area.
• A new customer hand-off area is created.
• A Grubhub mobile pick-up table will also be provided.
There will be a designated queuing line along the north side of the hallway towards the bowling alley, across the foot traffic circle.

There will be a designated mobile pick-up location outside store on the first floor.

We are trying to be cognizant of and not impede with other building foot traffic.

Traffic flow in store will be designated by physical distance floor decals and stanchions.

The c-store items will be reduced to help the line flow faster.
• The 3rd floor door area 9 will be Enter Only, and the 3rd floor door area 8 will be Exit Only to accommodate line queuing flow.
• All tables and chairs from the 3rd floor dining area are removed.
• Grubhub mobile pay system is encouraged for Starbucks and Chick Fil-A.
  • The number of Grubhub pick-up locations will be expanded within the food court as necessary.

POD: Guests may not enter the store. Product and shelving will be arranged to showcase product. Guests will order at a service table. An attendant will retrieve the items and complete the payment process.

CFA: The hand off area will be relocated using a table staffed with an employee.
- Line queues will run along the back of the elevator.
  - Seating will accommodate physical distancing requirements.
- A Grubhub mobile pick-up area will be installed at the entrance/exit as business levels dictate.
LAW CENTER
SUFFICIENT GROUNDS

• All tables were removed from the seating area to increase line queuing and waiting area.
• The menu will be updated to facilitate quicker service.
CONVENIENCE STORES (ZEE’S)

• Each store will offer a wide array of convenience products.
CONVENIENCE STORES (ZEE’S) (continued)

EXCHANGE STREET

- Microwave and food warmer removed from counter.
- Coffee located behind counter.
- Existing Coke Freestyle machine removed and an alternative solution implemented.
- Stanchion placed at the entrance door separating enter/exit of guests.
- Employees will monitor and manage occupancy levels.
CONVENIENCE STORES (ZEE’S) (continued)
QUAKER SQUARE

- One guest in store at a time.
- Stanchion placed at the entrance to ensure physical distancing guidelines are maintained.
- Employee will monitor and manage occupancy level to one.
- Spaces (3) will be available waiting.

Signage here: One person in store at a time, please wait outside if someone is shopping inside the store.
Employee will monitor and manage occupancy level.
• Microwave and food warmer removed from counter.
• Coffee located behind counter.
• Existing Coke Freestyle machine will be removed and an alternative solution will be implemented.
• Stanchion will be placed at the entrance door separating enter/exit of guests.
• Employee will monitor front entrance requiring guests to exit before additional guests enter.
CAMPUS CATERING
August 10th to December 11th

• Due to restrictions on self-serve buffets, a new menu was developed and is available in CaterTrax. The “Simple Takeaways” menu offers a reduced price for many of the typical catering items ordered, and it is available for pick-up or delivery.

• Buffets are available, if served by Dining Services personnel.

• Event requests will be evaluated on a case-by-case basis to determine whether physical distancing guidelines can be accommodated to deliver the event. If the event is possible, We will provide a suitable menu and service solution. Contact the catering office at catering@uakron.edu or 330.972.8215 for more information.
ATHLETIC EVENT CATERING
August 24th to December 11th

Club Level Buffet/Concessions Game Day Service
- The buffet will be served by Dining Services personnel.
- The bars will have revised food and drink offerings.
- Physical distancing guidelines will be followed and cashier barriers, as applicable, installed.

Stadium Suite Level Game Day Services
- A hot buffet option will be offered for all suite holders.
- The buffet will be located in the 6th floor elevator lobby and served by Dining Services personnel.
- Physical distancing guidelines will be followed.
- Snack and beverage menus will be provided for each suite.

Tommy Evans Lounge Game Day Services
- The buffet will be served by Dining Services personnel.
- Physical distancing guidelines will be followed.
- The bar will have revised drink offerings.

For pricing and menu details, please contact Catering Director
Ieva Balcus
Email: balcus-ieva@aramark.com
Phone: 330.972.6309
CONCLUSION

It is both Aramark and The University of Akron’s commitment to provide a safe environment for our students, guests and staff which may be achieved through this Plan. We understand that circumstances may cause the Plan to be changed and updated but as presently contemplated, the Plan illustrates how Dining Services will operate while striving to provide a quality dining experience and value with some added innovations.

Thank you,

Aramark Dining Services &
The University of Akron

July 3, 2020; last updated August 10, 2020